

## **Quality Assessment and Performance Improvement (QAPI)**

Subcommittee Meeting # 1

Monday, February 27, 2017 - 8:30 a.m., Room 2530

**Subcommittee Members in Attendance:** Diego Astolfo (t), Helen Baker, Deanna Jagers, Dean Pye (t) | (t)=teleconference

**Subcommittee Members Absent: None**

**State Agency Representatives:** Heatherly Chenet, Shara Cherepes (Honorary), Maria Benedict; Victoria Washburn

**Quorum of the Subcommittee Present: Yes**  
(Guests/members of the public are not included in the summary)

### **Agenda Item 1 - Welcome and introductions**

Deanna Jagers, the subcommittee Chair called its inaugural meeting to order and welcomed meeting attendees.

### **Agenda Item 2 – Review subcommittee guidelines**

Maria Benedict, the Council's Presiding Officer, reviewed the handout, a draft titled, 'Texas Council on Consumer Direction Subcommittee Guidelines'.

### **Agenda Item 3 – Define and describe subcommittee's name**

The subcommittee discussed and confirmed its name, Quality Assessment and Performance Improvement subcommittee. A mission was also developed: The Quality Assessment and Performance Improvement subcommittee exists to ensure individuals are empowered and that their rights are protected by identifying best practices and establishing clear quality performance guidelines that will truly impact service delivery in the CDS option. **Motion-** There was a motion to accept the name and mission. The motion passed.

### **Agenda Item 4 – Discuss and identify subcommittee's 2017 goals**

#### Potential Long Term Goals (2-5 years)

- QAPI Guidelines should be incorporated into the TAC rules:
  - Clients / Individuals cannot have multiple FMSAs (TAC Ch41)
  - QAPI Guidelines incorporated into Ch49 and/or Ch41 (Ch 41 deals directly with CDS)
- Develop system to assess FMSA quality rating so that individuals can make an informed choice when selecting an FMSA (Rating could utilize a standardized customer satisfaction survey)

- Need to look into ramifications of using customer satisfaction surveys on FMSA companies
- Separate Ombudsman for CDS?
- Managed Care Organizations (MCOs) to have FMSA monitoring requirements for MCO-run programs

Short Term Goals: (less than 2 years)

- Develop guidance for nursing requirements in the CDS option
- Improve utilization of Support Consultation. How Support Consultation should be budgeted.
- Develop an outline of general best practices for FMSAs (e.g. simplify paperwork requirements)
- With respect to the previous items identified- Item #37: Recognize barriers that prevent individuals from making their own choices, and identify ways to better support individuals and make the CDS process easier
- With respect to the previous items identified:  
Item 4a- Respite Rate Increase refer to Service Expansion S/C  
Item 4c- PCS Rate Increase refer to Service Expansion S/C  
Items 31,32,33,34,35,36,38- Not pursuing at this time

Will vote later on the goals at large and make them SMART

**Agenda Item 5 – Public comment**

No public comments were submitted.

**Agenda Item 6 – Review agenda and action items for February 27th meeting**

Review and potentially vote on goals and strategies and plan out trainings for subcommittee meeting

**Agenda Item 7 - Adjourn**